

Leadership Development and Labor Relations (LDLR)

COURSE NUMBER **FAA01183**

For information about this course, contact:
 FAA Program Manager: Shepherd Curl
 (386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Leadership Development and Labor Relations is intended for newly selected supervisors who require the foundational knowledge and skills of supervision and who would also benefit from a more in-depth knowledge of labor management relations. In *LDLR*, participants will recognize their supervisory roles and responsibilities; examine their leadership style and interpersonal skills; apply coaching and conflict resolution techniques to workplace situations; understand the rights and responsibilities of management and unions as defined by law, contracts, and executive orders; and practice the principles of interest-based communication to build collaborative relationships with unions. Methodologies include lecture/discussion, videotapes, small group work, skill practices, case studies, student presentations, indoor/outdoor action-based learning initiatives and leadership simulations.

OBJECTIVES

- Analyze how leadership style impacts job performance.
- Give and receive feedback in work-related situations.
- Demonstrate interpersonal communication skills in various work-related scenarios.
- Apply recommended procedures to resolve performance and conduct issues.
- Apply knowledge of FAA policies and programs in supervisory situations.
- Apply knowledge of the Statute, collective bargaining agreements, and Executive Orders to workplace situations.
- Apply rights and responsibilities to promote effective, collaborative work relationships.
- Explain the systemic impact of management decisions in a labor relations environment.
- Develop an action plan to support continued growth in supervisor/leadership effectiveness.

RELATED COMPETENCIES

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| • Accountability and Measurement | • Developing Talent |
| • Agility | • Innovation |
| • Building Alliances | • Integrity and Honesty |
| • Building Teamwork and Cooperation | • Interpersonal Relations and Influence |
| • Building a Model EEO Program | • Managing Organizational Performance |
| • Communication | • Problem Solving |

CLASS SIZE

20 participants

LENGTH 8 days
 (Tuesday, 8:00 a.m. –
 following Thursday,
 4:00 p.m.)
 63 hours

LOCATION

FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Newly selected supervisors and team leaders working with bargaining unit employees

ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Managing Change
 (FAA01306)
 Strategic Planning
 (FAA01275)
 Systems Thinking
 (FAA01277)